

Apple Slices

September 1990



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Issue 19

Low Cost LaserWriters

Apple Computer U.K. Ltd have launched a new line of LaserWriter™ printers that give Apple™ Macintosh™ and Apple II computer users the full power and flexibility of laser printing at a more affordable price. Two new printers make up the line: the Personal LaserWriter SC, at £1,360 is a single user laser printer whilst the Personal LaserWriter NT, at £2,225, is a multi-user Post Script™ based laser printer. As with all Apple LaserWriter printers, the new line is high quality, easy-to-use and configure, and compatible with all Macintosh computers. "Our new Personal LaserWriter printers not only make laser-quality printing more affordable, they also take full advantage of the rich text and graphics capabilities of the Macintosh," said Pamela Schure, peripherals product marketing, Apple Computer UK Ltd.

The Personal LaserWriters offer a new space-saving desktop design that measures 15" x 18.3", weighs 32 pounds, and requires top and front access only. The printers offer an automatic-feed 250 sheet paper cassette and an additional 50 sheet multi-purpose paper tray that can be used for letterheads, envelopes and other non-standard papers. The parts of the printer most sensitive to normal wear are replaced automatically with the printer's toner cartridge, resulting in low maintenance time and cost. The combined power of a Motorola 68000 microprocessor and the Canon LBP-LX laser engine in both Personal LaserWriters provides the capability to print documents with 300-dpi near-typeset quality text, graphics, and scanned images.

Personal LaserWriter SC The Personal LaserWriter SC, for individual users, meets basic productivity and simple desktop publishing needs. It is well-suited for users who require high-quality output, but don't need networking or more advanced text and graphics capabilities. The printer uses the QuickDraw™ graphics routines that reside in every Macintosh to create sharply defined text and images. Four standard typefaces are included on floppy disks packaged with the printer. A SCSI (Small Computer Systems Interface) interface provides high-speed data transfer capabilities for fast printing and for daisy-chaining up to six additional peripheral devices. The Personal LaserWriter SC includes 1MB of random access memory (RAM). The Personal LaserWriter SC can be upgraded to the more advanced capabilities of the Personal LaserWriter NT simply by replacing the controller board.

Personal LaserWriter NT The Personal LaserWriter NT is a multi-user laser printer. The printer includes

Adobe PostScript, the page description language that allows fast printing of sophisticated text and graphics. It also includes AppleTalk™ - Apple's built-in network capability - allowing the printers to be shared among users via a built-in LocalTalk™ connector. The Personal LaserWriter NT can be shared in a mixed environment of computer platforms via an optional LocalTalk PC peripheral card and an RS-232 serial interface. Via this serial port, users can print non-PostScript documents using the built-in HP LaserJet Plus or Diablo 630 printer emulation. The Personal LaserWriter NT has 2MB of RAM. It can be upgraded to 8MB of RAM for higher speed and more fonts. 35 standard typefaces are included as are two other fonts that are used in Diablo 630 ECS emulation. The printer also supports hundreds of downloadable fonts.

The Apple LaserWriter range now includes two distinct lines. The Personal LaserWriters give users with low-volume printing requirements two low-cost options for quality laser printing. The LaserWriter II line gives users with more complex printing needs a choice of two high-volume, high-performance laser printers - the LaserWriter IINT and the IINTX.

Pricing and Availability

The Personal LaserWriter printers are available immediately from all Apple Computer's Authorised Dealers and carry a one-year limited warranty. Retail prices:

- Personal LaserWriter SC £1,360
- Personal LaserWriter NT £2,225
- Upgrading a Personal LaserWriter SC to NT, requires return of SC card.
- Personal LaserWriter Paper Cassette (A4 letter, legal, envelope) £65
- LaserWriter IINT £3,100
- LaserWriter IINTX £3,600

For further information please contact:

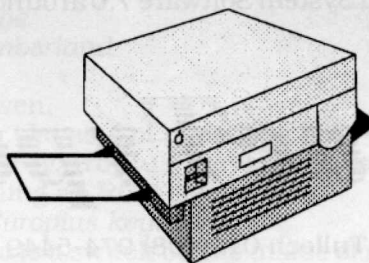
Judith Coley/Frank O'Mahony

Apple Computer UK 081 862 3028

or

Zoe Smith/Cathy Pittham

Gaunt Spreckley Williams 071 402 3355



Bitstream get TrueType

CUPERTINO, Calif.—July 12, 1990—Apple Computer, Inc. today announced that it has signed an agreement with Bitstream Inc., allowing Bitstream to sub-license TrueType™, Apple's outline font technology, to Bitstream's Original Equipment Manufacturers (OEMs). This agreement will allow Bitstream's OEM customers to license both the TrueType rasterizer and outline fonts directly from Bitstream.

"Apple has licensed TrueType to Bitstream with the intent of providing TrueType capabilities to a broad OEM customer base," stated Jim Stoneham, Apple TrueType product manager. "Bitstream's experience and knowledge as both a font developer and technology supplier to output device manufacturers will further advance TrueType technology into a wide variety of printing and imaging products."

Bitstream currently licenses fonts and enabling technology to more than 370 equipment manufacturers and software developers throughout the world. With this agreement the broadbase of Bitstream OEM customers will be offered a complete solution, including the TrueType rasterizer, appropriate Bitstream resident fonts, and add-on fonts to support their products.

Apple signed a similar licensing agreement with Microsoft Corp. in September 1989. The agreement with Microsoft will enable personal computer users in multivendor environments to easily share information across platforms while maintaining the high-quality text display and output that the TrueType technology offers.

"Apple's goal in licensing TrueType to both Microsoft and Bitstream is to extend the reach of native TrueType support in the printing and imaging products used in the personal computer market," added Stoneham. "As an integral part of Macintosh® System Software 7.0, TrueType will be offered to all new and existing Macintosh customers. These licensing agreements ensure that all Macintosh users will have a broad base of products to choose from in order to meet their printing and imaging needs."

TrueType is an advanced new scalable type technology which was designed by Apple in close cooperation with major type vendors. TrueType has been integrated into the operating system so that it is transparent to software applications, providing customers with high-quality text at any size on any output device. Apple expects to see a large number of new fonts and applications that will take advantage of this technology when TrueType ships with Macintosh System Software 7.0 around the end of this year.

TrueType

Contact: Patty Tulloch 010(408) 974-5449



Apple Peelings

□ For those of you who have lost the clock on your IIGs or Macintosh computer, you will remember that we spoke about the Nite Owl batteries in a recent issue of the magazine. Alan Finn of ClockTower tells me has a small stock of these at £13 each (inclusive of VAT for Apple2000 members). Give him a ring on 081-341 9023 if you need one.

Alan has tested my comments about using fountain pen ink in the DeskJet printer. He has used ordinary Parker blue washable ink and found it does indeed work. It seems to be a little thinner than the original ink and so it tends to spread a little more on absorbent paper and takes a little longer to dry, but it does work. He is now proudly printing blue copies from his machine!

The Nibbler

□ A mammoth onslaught at Apple2000 HQ has resulted in the Apple II library catalog and the Apple II and IIGs introductory disks going through a much needed revision.

The catalog is now up to date and is now complete in one printing. The disks have revised information and up to date catalog files of the respective libraries. The IIGs disk has lost some of its demonstration files to make way for the expanded library catalog. If you want to have an updated disk, please send £1 to us marking your order with the size of introductory disk you require. The library catalog was originally issued to all Apple II registered members and updates have been posted regularly in the magazine. New members get a copy automatically on joining. If you would like a fresh copy of the catalog, all in one piece, send us £2.50 marking the order 'Apple II library catalog'.

The Editor

□ Be warned; there is a virus floating around on the Apple IIGS which has a harmful affect on your disks.

So far little information is known about the virus but I feel it wise to make you all aware of it anyway.

The virus only displays correctly if you have your preferences set for 80 columns in the control panel. If you are set in 40 column mode the virus will still spread and leave disks useless but will not display its' message correctly.

This virus will appear when you boot a 3.5" diskette. Almost instantly a message will appear on the high resolution graphics page in bold white characters that reads "I'm sorry Dave, I'm afraid I can't do that!". BE CAREFUL, since from this point on if you press CTRL-RESET or OPEN-APPLE-CTRL-RESET to boot another disk then the virus will actually write itself to the newly introduced disk. There is only one safe way out, POWER OFF.

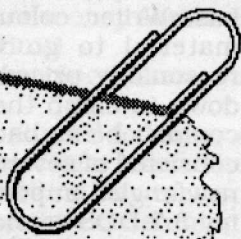
I have not yet investigated what the virus modifies on the disk, I guess it probably writes a patch to the boot blocks and/or alters the file ProDOS.

If you have your control panel set to 40 columns and try booting then you will get a corrupted video display almost instantly. Watch it, the virus can still spread like this.

If you feel you have been infected then you should call Apple2000 or Apple Technical Support on 01-569-1199 for assistance.

Ian Summerfield

Letter Box



Leatherhead
Surrey

Dear Apple2000,

George Shiffner asked what string to search for on the AppleWorks disk in order to change the \$ to £ in the spreadsheet.

The string required is \$24 9D 85 0D A5. There are three of these on my disk; the \$24 which should be changed to \$23 is the one in byte no. 0A6 of the block.

Now, does anybody know how to change the Chessboard character (Chr\$127) used as as the carriage return in the word processor to the Mouse character carriage return?

Terry Morris

□ The problem with changing the return to the mousetext carriage return may well be more complicated than you think. You may need to switch on mousetext first and then switch it off again after you have printed the \$4D character. This would mean three characters, not just one, to replace. If anyone is successful in changing this, please let us know.

Editor



Victoria, B.C.
Canada

Dear Editor,

Late last year, in a review of Cirtech's 48mb hard disk, a comment was made to the effect that the drive would have to be returned to them for formatting.

Since moving to Canada from the UK, together with Cirtech's 32mb HD, I recently found it necessary to reformat the unit.

Phoning Cirtech produced an immediate response, with the offer of a copy of the formatter/installer, for a nominal cost. It arrived a fortnight later and within the hour I had a reformatted HD.

Full marks to Cirtech for their excellent support.
(Dr.) K. Kishimoto



Mulbarton
Norwich

Dear Editor,

Would appreciate some advice. I have gremlins in both my Apple systems.

Europlus II :- initially no power to disk drive. Stripped computer but left chips and IC's. Power on but keyboard disabled. Will not boot up completely, only gives DOS title etc.

II+ :- no power to disk drives. Disk card controller works on Europlus. Block of characters appears on monitor, keyboard power on but disabled.

These faults are really frustrating. Have master DOS disks for both DOS 3.2.1 and 3.3, however these copies have no effect.

PJC Turner

□ Well now, there could be a wealth of problems lurking inside your two computers. You seem to have power to the machine (as the keyboard light is on). I would suspect that as you have fairly old II+'s there may well be some kind of problem with all the various connections on the motherboard. If you consider how many chips there are, multiply that by an average of 14 pins, you get an awful lot of connections that could be badly made! It only takes one to be bad for the machine to stop working

The cure is fairly drastic so I would suggest that you first of all strip the machine right down to the bare motherboard. Clean all the gold fingers of your cards using a clean ink eraser rubber. Wipe off any residue making sure you do not get any grease from your fingers onto the connectors. An alternative to the eraser is to use a glass fibre eraser similar to those used in drawing offices.

Next make sure that the power supply plug and socket are clean and do not show any blackening from the arcing produced by bad connections. Gently ease or tighten the connectors if necessary.

Now gently ease all the chips in their sockets. There is no need to remove them entirely, just ease them with a very small screwdriver and push them back tightly into the sockets. This will clean the connections. If however they show signs of severe tarnishing on the pins, you may have to remove them as well and clean them with the eraser. This is a time consuming and tricky business. Make sure they go back into the correct sockets and the right way round!

Re-assemble the computer and try again. If that does not cure the faults then you have a really sick motherboard to deal with. If you can check the voltages from the power supply, this could also show a possible problem. The four voltages should be plus and minus 12 and 5 volts respectively.

If you have disk drive cards for 16 sector DOS 3.3 (marked by P5A and P6A P ROM's) you will not be able to use your 13 sector DOS 3.2.1 master disks unless you first boot up through your 16 sector Basics disk. The older cards for DOS 3.2.1 had P ROMs marked P5 and P6 and will not run the 16 sector DOS 3.3 disks.

After all of this, if the computers still do not work, you will need to take them to a repair house for proper fault diagnosis and repair.

The Boffin

Corbridge
Northumberland



Dear Ewen,

I have two sets of questions here - one about the Apple II Europlus keyboard, and the other concerning an RGB colour card.
Apple Europlus keyboard.

1) There is a switch on the inside of my Apple II plus

keyboard - what is this for or what does it do?

2) How do I carry out the keyboard modification - there is a wire soldered to the keyboard but not connected anywhere else?

RGB colour card

I have an RGB colour card but no instructions. How do I connect it? Can it be used on either my //e or Europlus? (There are two wires leading to a point labelled video input and a wire leading to RED, GREEN, BLUE, Ov, SYNC.)

David Beale

□ First of all, the easy question.

The keyboard switch toggles the operation of the Reset key from the two key press 'Control-Reset' to the single key press 'Reset'. From the //e onwards, only 'Control-Reset' is active.

The keyboard modification, or 'Shift-Wire-Mod' as it is known, is made by taking a wire from pin 24 of the keyboard connector (the pin second farthest away from the power supply on the wire comb which connects the encoder board to the keyboard) to pin 1 of the chip located at H-14 on the motherboard. This is the same as pin 4 of the game I/O socket J-14.

There were a number of RGB colour cards made by different manufacturers over the years but from your description you seem to have a DMS colour card. If so, then it is only suitable for using on the //+. As far as I can remember the video signals of the //e are different. There were two models of this board, the C9A for European Apples and C9B for American ones.

The wire from 'Video Input' goes to the front end of the 1.5K resistor which is 3rd on the right of the games I/O socket by the edge of the board. The RED, GREEN, BLUE, OV and SYNC connectors go to a standard RGB monitor such as the Microvitec Cub range.

The card correctly switches into full colour when the HiRes display is active. You may notice some colour fringing of the text however when mixed text and graphics are displayed.

Ewen Wannop

*Theatre Despatch
London*

Dear Sir,

What an excellent publication you produce every month! It is a credit to yourself, your contributors, and all your participating members.

Having run my small company with, or even around, a succession of Apple II's (well, to be honest ITT 2020's before the //e's) since 1979 it has been with a great deal of nervousness that I committed myself to the purchase of a Mac system. The change of business methods anticipated my familiarity with the Apples meant I could make them all but sing and dance within the framework of the tasks that we perform.

My cold feet were eventually persuaded to dip in the all-too-attractive Mac waters when a repair bill for my 20 mb hard disc (original cost £4000!) came to, roughly speaking, the cost of a new 40 mb internal for the Mac.



Shopping around and comparing prices I eventually settled for a beaut of a system - IIC, LaserWriter, colour, scanner and 56lbs of reading material to go with the software packages - reasonably priced from a grey importer. I settled down to climb the learning curve knowing that it couldn't be as bad as '79 when business software consisted of seven stock control programmes and a newfangled import called a spreadsheet (Is till use my 3.2 DOS version of VisiCalc).

My delight at the ease with which the Mac can be learned has been tempered somewhat by the fact that the machine I received turned out to be faulty and the supplier was - wait fir it - yes, you guessed - Camelot!

This problem seems to be being solved (by Type Technology) but I have a problem that you or someone may be able to answer.

I have some 120 mb of text files, mainly ASCII translations of databases created by that excellent program, DB Master, but quite a lot of AppleWriter /e wp files too, all in 3.3 DOS. Obviously I wish to shove them across to the Mac environment. Whilst that would be sufficient, it would be an added bonus to be able to shove data back to the Apples, still under 3.3. I see a variety of routes:

- 1) Comms software to null-modem across with a wire.
- 2) Stick a ProDOS disc onto the Apple, translate 3.3 to ProDOS discs, put the disc into the Mac.
- 3) Stick an AppleShare card in the Apple //e, convert the files to ProDOS, write them to a partition on the Mac's internal disc and read them from there (if that is possible).
- 4) Retype the lot (unless I can get the Omnipage software to OCR)!
- 5) Anything I haven't thought of.

Judging from the number of ads for secondhand Apples someone must have been down this road - any suggestions would be most welcome.

Please keep up the good work - if you ever need an article on buying machines which don't work and then the company liquidates, let me know - this is the third time I've been caught - I'm an expert!

Philip Ormond

□ Thanks for the tale of experience and woe, but especially for the nice things you have said about us. It takes a great deal of our personal time to do all that we do for Apple2000, and as we do not often get the nice things said to us, it is especially nice to know we are appreciated.

However, as you have been caught for the third time with machines that do not work or by the company that liquidates, perhaps it is time to consider paying that little bit extra and go to a reliable approved Apple dealer!

Now that is the response Apple UK would like us to say. The reason of course that you went to a gray importer was that the machines are too expensive in the UK in the first place, and that they can be bought more cheaply abroad. There is a lesson to be learnt somewhere by Apple UK I feel. After all the machines are made in Ireland from parts that originate in the Far East. They must therefore cost the same to make wherever in the world they are sold.

Your data transference problem has many solutions most of which you have outlined. It depends whether you want to spend money and save time, or save money and spend time!

Option 4 is for the long winter evenings when you feel masochistically inclined.

Option 3 is expensive as you will need to buy not only an AppleShare card but AppleShare itself. The files will be readable from the partition however.

Option 1 is the most tedious and time consuming, but only the comms software and a cable to buy.

Your best solution is Option 2, as it leaves you the benefit of a 3.5 drive on your //e when you are finished. Of course if you already have one of these it will only cost you your time. You will probably have to shop around for the drive and disk card as the standard 3.5 drive that fits the Mac and the IIGs is not suitable. You can then use Copy II+ to convert the files from DOS 3.3 to the 3.5 ProDOS disks and then use Apple File Exchange on the Mac to convert from the 3.5 ProDOS disks into the Mac. With 800k per disk, this will only take some 150 disks or alternatively the same disk 150 times... In both the case of Copy II+ and File Exchange you can select batch mode to make life very much easier.

An option you have not thought of is of course to get a PC Transporter for your //e and a PC drive for your Mac. An expensive solution, but you will be able to play with Lotus 1-2-3 on your //e when you are done! Good luck

Ewen Wannop

Gzira
Malta



Dear Editor,

I have had a IIGs with 512K Ram and ROM version 01 for about eighteen months now. I have a series of small problems which makes it rather difficult to get the best out of the machine.

First of all GS/OS 5.0.2.

I bought it after not being able to make Mousedesk work. I was advised to buy the two disks and wait for a third party manual to be published. I have not as yet seen any ads for such publications. To make matters worse I seem to have yet once again missed the boat with this and other utility disks purchased from Computability which seem to function along the same lines. Up to now the only thing I have managed to do with this program is to copy the contents of one disk to another. This must have been a coincidence as I was unable to repeat this exercise! *PublishIt! v.1.4.*

I was given a copy of this program to look at and see if I liked what it could do. It loaded on my IIGs, but I ended up with a multicoloured screen which made reading what was on the menu bars impossible. So, I still don't know if it's the right DTP program for me. What do you think of GraphicWriter III? I am looking for something that is AppleWorks compatible so I can do my writing with AW and just do the fancy work with a DTP package.

I need something that would produce a very high quality product that could produce a presentation that be deemed acceptable by even the most fussy of University Examiners.

Graphics.

I bought a copy of TimeOut Graph and was greatly disappointed with the quality of graphs produced. It just produced a screen dump of the screen contents, where was "... the high resolution"! Isn't 640x200 a medium resolution!! Different computers seem to claim different dimensions for various resolutions.

Whatever name the resolution is given, how can I produce graphs that look like those produced by HARVARD GRAPHICS are there any Apple Equivalents of this package. If not, what do you think of Applied Engineering's PC Transporter, and its performance without a hard disk? All PC's I have had the opportunity of using all had a Hard disk hooked onto them. If I had a hard disk, would the partitioning be absolute so as to allow ProDOS and MS Dos programs to be stored in it; is this possible?

What do you think of RAMkeeper as an alternative to a hard disk?

Finally, I shall shortly increase the memory of my machine; how much do you think is a bare minimum so that programs like GS/OS, Paintworks Gold, AppleWorks GS, and other ProDOS 16 applications can run?

I have no contact with other IIGs users in Malta, as a matter of fact I do not know if any other person in Malta owns a IIGs. So after reading Apple2000, I thought it best to write to you.

A McElhatton

☐ I really do not know where to begin. All your questions and their answers are so fundamentally linked together that I shall have to take them in a different order to try and answer much of what you ask.

Your lack of experience on the IIGs is a major obstacle to overcome. The IIGs, like its sister the Macintosh, works in such a different way to any other computer you may have seen, that you obviously have not been able to get beyond first basics to understand how the Apple desktop environment works. Apple have now published a manual for the GS/OS operating system, but this is not easy to obtain as many dealers just do not stock it.

Let me start with your basic IIGs. If you only have 512k Ram, and by that I assume you mean 256k on the motherboard and 256k on the memory card, you will not be able to run GS/OS 5.0.2 or indeed many of today's programs. The minimum memory you need to run GS/OS is 1.25mb, that is the 256k on the motherboard and the memory card full to 1mb. I would recommend however that you had at least 1.75mb with a maximum of 4mb. The Applied Engineering 1.5mb card is ideal for a sensible expansion to bring the IIGs up to 1.75mb.

Next you must very seriously consider a hard disk drive. GS/OS cannot realistically be run from floppy drives, and you will not realise the full potential of your IIGs without one. As hard disk drives are currently getting much cheaper, I would consider a 40mb SCSI unit with an Apple SCSI card as being a standard. Shop around for the drive as they are competitively priced at the moment. Apple2000 can supply the Cirtech Diamond drive with the Cirtech card or you can purchase any SCSI drive suitable for

the Mac and format it for the IIgs with the utilities in our libraries.

GS/OS is not a program as such, it is a complete operating system and environment. What you see is only a very small part of it, like an iceberg nine tenths of it is out of sight! What you see when you boot GS/OS is the Finder. This is actually a program that interfaces you with the operating system and allows you to launch programs. Without a hard disk drive, or with only one disk drive, you will never have any programs visible to launch. The Finder works in exactly the same way as that on a Macintosh, if you know anybody with a Mac you could ask them to show you round the desktop and how it works. To put the desktop simply, you will see a collection of icons on the desktop. Sub-directories show as folders and programs as icons. You double click the mouse on folders to open them, double click on program icons to run them, and copy from disk to disk by dragging the icons about. If you want to delete a file, you drag it into the Wastebasket and empty the Wastebasket from the pull down menu.

To give you a complete tutorial on the IIgs is obviously out of the question here, you will need to either get hold of the official GS/OS manual or a Macintosh manual which would suffice instead.

PublishIt! is a very powerful DTP package. It will run on any //e, //c or IIgs and uses the double-HiRes black and white screen for display. If you start it up on a IIgs, the HiRes display will switch to whatever mode has been set in the IIgs Control Panel. If this is set to 'colour' then you will see the multi-coloured fringing you describe. If it is set to 'monochrome' you will get a clean and crisp display. You can easily change this setting by pressing the Open Apple-Control-Escape keys together to get to the Control Panel. Once you are there use the arrow keys and return key to select 'Control Panel' and then 'Display'. Use the arrow keys once again to change the top line to show 'monochrome'. Press return to exit and then use the arrow keys and return key again to quit each level.

I have not yet seen GraphicWriter III but I understand it is an excellent program. But as you wish to use your existing AppleWorks files, have you considered using AppleWorks GS? This is a full desktop driven program that will allow you to word process, use the database, the spreadsheet, draw, use comms and last and by no means least prepare DTP layouts. All this within the same program shell! It requires at least 1.25 mb to run however.

You will not get any higher quality output than the screen can display from most programs, but you will be able to improve on the output of TimeOut Graph. You should consider AppStats and Graph as a pair of programs that will work with AppleWorks files and generate high quality graphs. A review of these two programs will be published in the October Apple2000 magazine.

You could run a PC Transporter from floppy disks, but you would find it very limiting. You really do need a hard disk for MS Dos. If you do go this route, you will be able to make a partition on your ProDOS hard disk that is exclusively for the use of MS Dos and will not be touched by ProDOS. This partition can be any size, but I would suggest a minimum of 5 mbs if you

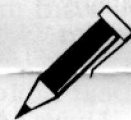
are running under Dos 3.2 or Dos 3.3. Dos 4.0 requires at least 10 mbs to give you a suitable working space. You can then transfer data files easily between the two environments.

RAMkeeper is not really an alternative to a hard disk. All that this card does is to keep the memory on your computer alive while the machine is switched off. This means you do not lose the contents of any /RAM drive you may have setup. It is much cheaper, and probably better for the machine, not to switch the computer off in the first place. Of course if you regularly get power cuts, then it could be indispensable to have a RAMkeeper. There is a drawback however as it does not keep the basic 256k Ram on the motherboard going, so you can only preserve what is in the /Ram drive, you cannot save the running application. Remember also that if you have a /RAM drive, this will eat in to the memory of the machine and so you will need to have that much extra Ram available if you want to run GS/OS. A better solution to all of this are the Cirtech PlusDisk cards which act as fast /Ram drives but are also battery backed up with an on board battery. These do not take up any of the main memory and seem to ProDOS as an ordinary 1mb device.

I hope this has helped you get one stage further in making your IIgs really work for you. It must indeed be lonely as the only IIgs user in Malta. Perhaps some of our members if they go on holiday to Malta could visit you and help you understand the machine more fully!

Ewen Wannop

Göteborg
Sweden



Dear Ewen,

Ooops...

I found an error in my Count Days spreadsheet published in the June-issue of Apple 2000 page 22.

If the day of the week is Saturday the spreadsheet would print "NAday". A "Not available day" may be appealing to some of us, however if you like to have the spreadsheet print all the days of the week correctly make the following change to Count Days:

In cell K5:

$\text{@IF}(\text{J5}-(\text{@INT}(\text{J5}/7)*7)=0, \text{J5}-(\text{@INT}(\text{J5}/7)*7))$

change the value of the cell to have two decimals.

Now copy cell K5 into K6, all cell reference are relative.

Hope it works better now.

Andreas Wennborg

□ I have mentioned the incredible power of telecommunications many times before. It is interesting to note that this correction to Andreas' Countdays routine arose as a result of him mislaying the original files from his disk drive in Sweden. He E-Mailed me on TABBS to ask for my copies of the files as he had promised to send them to a friend via Compuserve in the US.

I E-mailed them to him on TABBS within an hour or two of him asking for them. He picked the files up within the next hour or so. The correction itself arrived some half an hour later!

A very small world indeed!

Ewen Wannop



Attention!: Hardware Problems

[The following are three very interesting technical notes from national online information sources Usenet and America Online. Reprinted from PMUG's "Mouse Tracks"]

1.4MB SuperDrive Problems

(From Usenet: Arthur Hills, ahhills@watmath.waterloo.edu; and Robin Goldstone, robin@csuchico.edu)

Macintosh computers have never been error free, much like any other set of mechanical devices. The most recent problems have had to do with the SuperDrives and with llcx/ci power supplies. Conscientious people have helped pin down the causes of these problems and posted the fixes on Usenet.

The SuperDrives have had problems from the very beginning, although the furor has died down a bit recently. Part of the problem was that people were formatting disks inappropriately. However, the problems still persist. Arthur Hills of the University of Waterloo took a disciplined approach to the problem and found that different disks often had the same bad blocks (checking with *SUM TuneUp*), and if more than one bad block was found, the separation of the bad blocks was a multiple of 36 (don't know the units). Needless to say, this sort of regularity with errors is odd. After long communications with the Apple Technical Response Group in Toronto and Kao Didak, the disk manufacturer, the following became clear.

Apple has shipped two different types of [1.4MB] floppy drives, an early version with a green controller board and later version with a blue controller board. The green controller board lacks a phase-lock-loop circuit to regulate the speed of the drive. This circuit is important because it guarantees a specific rotational speed within 1%. Without the phase-lock-loop circuit, the rotational speed can vary greatly. If bits are read at different speeds from how they were written, it appears to the computer that the bit has shifted, which can cause cyclic redundancy check (CRC) errors. A similar problem can occur if you take a disk written in one Mac to another whose drive is faster or slower. The fix is, of course, to replace the drives with new drives with the blue controller board. So if you have problems, try checking your disks with *SUM TuneUp*, and if you can document the problem, you may be able to get your drive replaced. Of course, buying *SUM* will cost at least \$100, so it may be easier to just get a new drive.

llcx and llci Power-Supply Problems

(From Usenet: Arthur Hills, ahhills@watmath.waterloo.edu; and Robin Goldstone, robin@csuchico.edu)

The second problem is a bit stranger. Robin Goldstone reports that some llcx and llci machines will sometimes fail to turn on with either of the switches. The probability of experiencing startup problems is higher if the system has been turned off overnight, strangely enough. The simple fix is to unplug the power cord from the Mac for more than 10 seconds and then plug it back in.

Apple says that if the Mac doesn't start up properly after the unplugging trick, the power supply should be replaced. If you are having these problems and you have a power supply in one of the following ranges, you should give your friendly local Apple dealer a call and sound pitiful. According to the posting, the serial number ranges are "GE924xxxxxx through GE953xxxxxx AND/OR GE001xxxxxx through GE023xxxxxx" [sic]. Of course, there may be others as well.

Apple has fixed the problem ("Oh, yeah, we should've put a resistor across capacitor C9 and a jumper wire on the control board. Details, details."), and all the good power supplies now have a white dot adjacent to the Molex output

connector, should you happen to know what a Molex output connector looks like I wouldn't if it hit me in the nose. Apple is working on a Customer Satisfaction Program, so if you have this problem but don't have one of the above serial numbers, please call your dealer and ask for Satisfaction. This is the sort of thing that Apple should replace because it is mind-numbingly frustrating and an opportunity to win some customer loyalty with good service.

Apple LaserWriters May Have Fuser-Roller Flaws

by Lynda Burgiss (posted on American Online) A MUG News Service exclusive. ©1990 MUG News Service

Pick up the cleaning wand that rests in the top of the fuser roller assembly in your LaserWriter Plus, II-NT, or II-NTX. Beneath the wand is a silver cylinder that is the source of a potential problem.

Apple Computer Inc. has known for some time that the Teflon-like coating on this cylinder can overheat, causing portions of the silvery material to warp or peel. When that happens, pages will print with ugly spots and/or streaks, making the printing quality totally unacceptable.

Damage to the cylinder can occur as early as 30,000 printed copies, and the only remedy is to replace the entire fuser-roller assembly. If you have a maintenance agreement, no problem. If not, the cost from your Apple dealer may be as much as \$500 for the assembly, plus an hourly service charge for installation.

Or you can buy a remanufactured assembly from some suppliers at a cost of about \$200, provided that you also send in your damaged assembly. You'll find the fuser assembly easy to replace. It is held in place by only four screws. The only tool you'll need for removal and replacement is a magnetic, Phillips-head screwdriver.

If the thought of a single \$500-plus repair bill doesn't raise your hackles, consider that a continuing recurrence of fuser roller assembly failure could add up to big bucks. The engine life of your LaserWriter is rated at 300,000 copies. If, for example, you had a damaged fuser roller assembly for every 50,000 copies, this repeated failure could cost you more than \$1,200 to \$3,000 for repairs. Not a pretty thought.

Purchasing one of the new LaserWriters announced in July will not make your printer immune to this problem. Although the assemblies in the newest LaserWriters are built somewhat differently, the root cause of the problem is inherent even in the latest models.

What is Apple doing about it? Apple is chatting with Canon, the company that manufactures the LaserWriter models. The LaserWriter line has the same print-engine mechanism found in Hewlett-Packard laser printers and in Canon's own line of Laser Beam printers.

So far, Canon has been reluctant to admit there's any cause for concern. It also appears to be reluctant to adjust the problem area, citing increased production costs associated with changes to a print engine design used in so many printer models.

So what can you do? If you have a damaged assembly and have it replaced by your Apple dealer, make sure you're given the damaged assembly. Ship it to Apple Computer Inc., Campbell Service Operations, 20525 Mariani Ave., M/S 72S, Cupertino, CA 95014, with a letter of protest.

If you buy a remanufactured assembly and can't send in your damaged assembly, at least write a letter and complain.

Apple's corporate service folks live at the address above. If you give them enough headaches, they'll line up their guns with their own printer engineers against Canon.

Here's a chance for you to make something happen that can benefit you and your fellow LaserWriter owners. Seize the opportunity!

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MACUSER SHOW 1990

Make a note in your diary now!
The **MacUser Show** will be held at the National Hall, Olympia, London on **7th-10th November 1990.**

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